

CUSTOMER SERVICE MANAGER

Summary

Pleasant and energetic Office Professional with excellent written and oral communication skills and knowledge of use of Office Systems Technology including: Microsoft Office Word, Excel, and PowerPoint seeking a role of increased responsibility and authority while committed to delivering high quality results.

Skills

- Microsoft Office proficiency Self-starter
- Meticulous attention to detail AS/400
- Professional and mature Medical terminology
- Resourceful Proofreading
- Dedicated team player Understands grammar
- Strong interpersonal skills Business writing
- Results-oriented Mail management

Experience

10/2012 to Current

Customer Service Manager Company Name 1/4 City , State

- Promoted to Closing Key Holder after 1 month of employment.
- Received a merit raise for strong attention to detail, exemplary customer service and team-player attitude.
- Received a certificate of appreciation from Tara Hall Home for Boys in recognition of my service and support through family services.
- Received a certificate from Howard Adult Center for completing a continuing education introductory course in computers.
- Received a merit raise and certificate for meeting Store Inventory goals with a variance of +1.02%.
- Overnight winner of the "[WalMart] Employee of the Month Award September, 2010.
- Promoted to Customer Service Manager upon demonstrating exemplary customer service and leadership skills October 2012.
- Provide Customer service by acknowledging the customer, identifying Customer needs, assisting with purchasing decisions, locating merchandise, resolving Customer issues and concerns, and promoting products and services, while maintaining a safe shopping environment.
- Maintain the front-end in accordance with Company policies and procedures by properly handling claims and returns, zoning the area, arranging and organizing merchandise/supplies, identifying shrink and damages, and ensuring a safe work environment.
- Operate equipment, such as cash registers and related tools, to process Customer purchases using appropriate procedures for different payment types and items sold.
- Supervise associates in the area of responsibility by assigning duties, communicating goals, providing feedback and follow-up, monitoring performance, teaching and supporting Company policies and procedures, ensuring compliance, and participating in the hiring, promotion, coaching, teaching, and evaluation of Associates.
- Fulfill Customer service requirements by greeting Customers, approving monetary transactions, providing support to Associates for completing monetary transactions, assisting with Cashier training, balancing Customer traffic across the front-end, conducting register audits, maintaining front-end keys, coordinating Cashier meals and breaks, and assisting Management with control of front-end.
- Execute plans and manage own and others' time so that priorities were met.
- Build trusting relationships and work with others to reach goals.
- Share clear priorities and work practices with others.
- Prepare written work that is accurate and complete.
- Communicate in a respectful and professional manner.
- Enter and locate information on a computer.
- Create documents, reports, etc., using a writing instrument (such as a pencil, or pen) or computer.
- Communicate effectively in person or by using telecommunications equipment.
- Present information to small or large groups and individuals.
- Employee of the month Promoted to management after three years of employment.

05/2009 to 10/2012

Apparel Processor/GM Stocker Company Name 1/4 City , State

- Recommended and helped customers select merchandise based on their needs.
- Served as liaison between customers, store personnel and various store departments.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Tracked down sources of special products and services to meet customers' special needs.
- Trained new employees on company customer service policies and service level standards.
- Described use and operation of merchandise to customers.
- Shared product knowledge with customers while making personal recommendations.
- Demonstrated that customers come first by serving them with a sense of urgency.
- Worked as a team member to provide the highest level of service to customers.
- Maintained friendly and professional customer interactions.
- Verified that all merchandising standards were maintained on a daily basis.
- Closing Manager Keyholder/ College Bookseller.

06/2004 to 10/2005

ComData Company Name 1/4 City , State

- Activate fuel pumps.
- Collect cash payments from customers and make change or charge purchases to customers' credit cards and provide customers with receipts.
- Resolved customer questions, issues, and complaints.
- Clean parking areas, restrooms, or equipment and remove trash.
- Trained new quality attendants.
- Provide customer with information about local roads and/or highways.
- Developed a rapport with the customer base by handling difficult and/or complicated issues with professionalism.
- Provided a high level of product and leadership support to attendants and customers.
- Stock shelves and coolers.
- Assist with inventory preparation.

05/2004 to 10/2009

Lead Cashier/Attendant Company Name 1/4 City , State

- Under minimal or no supervision, performed a variety of shipping/receiving, pricing, stocking and other retail sales activities.
- Processed and distributed documentation with purchase orders; operated a computer and/or cash register; performed customer services such as buybacks, refunds, charges, selling and other customer assistance; and performed related work as required.
- Assisted store manager with ordering adequate merchandise and supplies, maintained the store as assigned, and ensured orderliness and cleanliness of inventory and work area.
- Organized store inventory, while maintaining the accuracy of inventory; updated and maintained computer databases of store inventory.
- Assisted students, faculty, and other customers to locate books, supplies, and related materials; maintained current knowledge of courses and syllabi.
- Supervised and trained student assistants and short-term non-continuing employees.
- Assisted store manager with the coordination of all syllabi to determine order quantities, printing, delivery, pricing, and inventory through Bookstore Text-Aid System.
- Worked with faculty to inform them of problems with textbooks or syllabi.
- Performed complex technical and clerical duties related to purchasing supplies and materials, read, wrote, and performed mathematical calculations at a college-level; dealt with the public tactfully and courteously; followed oral and written instructions; operated a computer, typewriter, cash register and calculator; performed physical labor including the ability to lift and carry large amounts of books by hand or with the use of equipment; operate hand trucks, dollies, weight scales, postage machines, pallet jacks and hand tools; maintain cooperative working relationships; demonstrated sensitivity to and respect for a diverse population.
- Managed daily office operations and maintenance of equipment.
- Created and maintained spreadsheets using advanced Excel functions and calculations to develop reports and lists.
- Made copies, sent faxes and handled all incoming and outgoing correspondence.
- Maintained electronic and paper files.
- Received and screened a high volume of internal and external communications, including email and mail.
- Organized files, faxed reports and scanned documents.
- Successfully completed "The Power of WOW" training course.

04/2003 to 06/2005

Cashier Company Name 1/4 City , State

- Assist customers with final purchases Use computerized cash registers, conveyor belts, and scanners to ring up customer purchases and scan coupons Greet each customer in a professional manner with a warm smile addressing them by name whenever possible and ensuring customer satisfaction Completed transactions in a speedy and accurate manner with an average scan rate of 97% without errors Kept work area clean Stock and restock groceries.

05/2001 to 10/2003

Assistant Manager Company Name 1/4 City , State

- Prevented store losses using awareness, attention to detail and integrity.
- Processed and issued money orders for customers.
- Compiled weekly monetary reports and records for store managers.
- Maintained adequate cash supply in cash drawers in multiple checkout stations.
- Responsible for ringing up customers in a timely manner and guaranteeing a high level of customer service.
- Communicated all merchandise needs or issues to appropriate supervisors.
- Stocked and rotated inventory regularly.
- Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
- Organized the store by returning all merchandise to its proper place.
- Replenished merchandise shelves with items from the stockroom.
- Processed merchandise returns and exchanges.
- Accurately logged all daily shipping and receiving orders.
- Performed all duties as a Customer Service Representative.
- Completed daily banking.
- Troubleshooted daily closeout and shift sales analysis.

- Developed daily/weekly work schedules.
- Finalized time keeping.
- Performed the functions of the Store Manager in his/her absence.
- Performed other duties as assigned by the Store Manager or Market Manager.
- Guided inventory preparation Shared product knowledge with customers while making personal recommendations.
- Maintained friendly and professional customer interactions.
- Trained and directed all customer service representatives assigned to the store.
- Provided prompt, courteous resolution to employee and customer issues.
- Prepared and transmitted daily bookkeeping, gasoline and invoicing data.
- Participated in the hiring process.
- Trained new employees on company customer service policies and service level standards.
- Conducted performance and disciplinary discussions in the Managers absence.
- Tracked down sources of special products and services to meet customers' special needs.
- Informed customers about sales and promotions in a friendly and engaging manner.
- Confirmed that appropriate changes were made to resolve customers' problems.

Education and Training

2007

Associate of Arts : Office Systems Technology Horry Georgetown Technical College 1/4 City , State , United States Office Systems Technology

1991

Office Administration coursework Related coursework in Notetaking, Computerized Accounting, Office Communications, and Leadership Development. Coursework in Administrative Technology with a Concentration in Office Systems & Procedures, Information Processing Applications, and Office Spreadsheet Applications. Business coursework (Advertising, Internet Skills for the Workplace, and Technical Communications). Technical Education Certificate, Patient Care Technician Central Carolina Technical College 1/4 City , State , United States

Activities and Honors

Inducted into Phi Theta Kappa Society International Scholastic Order of the Two-Year- College in 2005.

Skills

Computerized Accounting, Administrative, Advertising, AS/400, attention to detail, banking, bookkeeping, Business writing, calculator, cash register, Cashier, cash registers, clerical, Closing, coaching, Strong interpersonal skills, oral, credit, make change, customer satisfaction, customer services, customer service, Customer Service, customer assistance, databases, delivery, documentation, dollies, email, faxes, hand tools, hand trucks, hiring, Internet Skills, Inventory, invoicing, leadership, leadership skills, Leadership Development, Market, materials, Medical terminology, merchandising, Excel, Mail, money, Microsoft Office, Office, 97, Office Administration, organizing, Patient Care, pen, pencil, personnel, policies, postage machines, pricing, promotion, Proofreading, purchasing, quality, rapport, read, receiving, retail sales, selling, sales, sales analysis, scanners, Self-starter, shipping, spreadsheets, Spreadsheet, Store Manager, supervision, teaching, team-player, team player, Technician, telecommunications, typewriter, written